



3P QUALITY



PEOPLE

- Hire only honest hard-working PEOPLE
- Train PEOPLE using the material on the FamilySearch Wiki site
- Train PEOPLE to respect the project and culture



POLICY

- Communicate a zero-tolerance cheating **POLICY**
- Develop a no-reject **POLICY**, and reward high quality



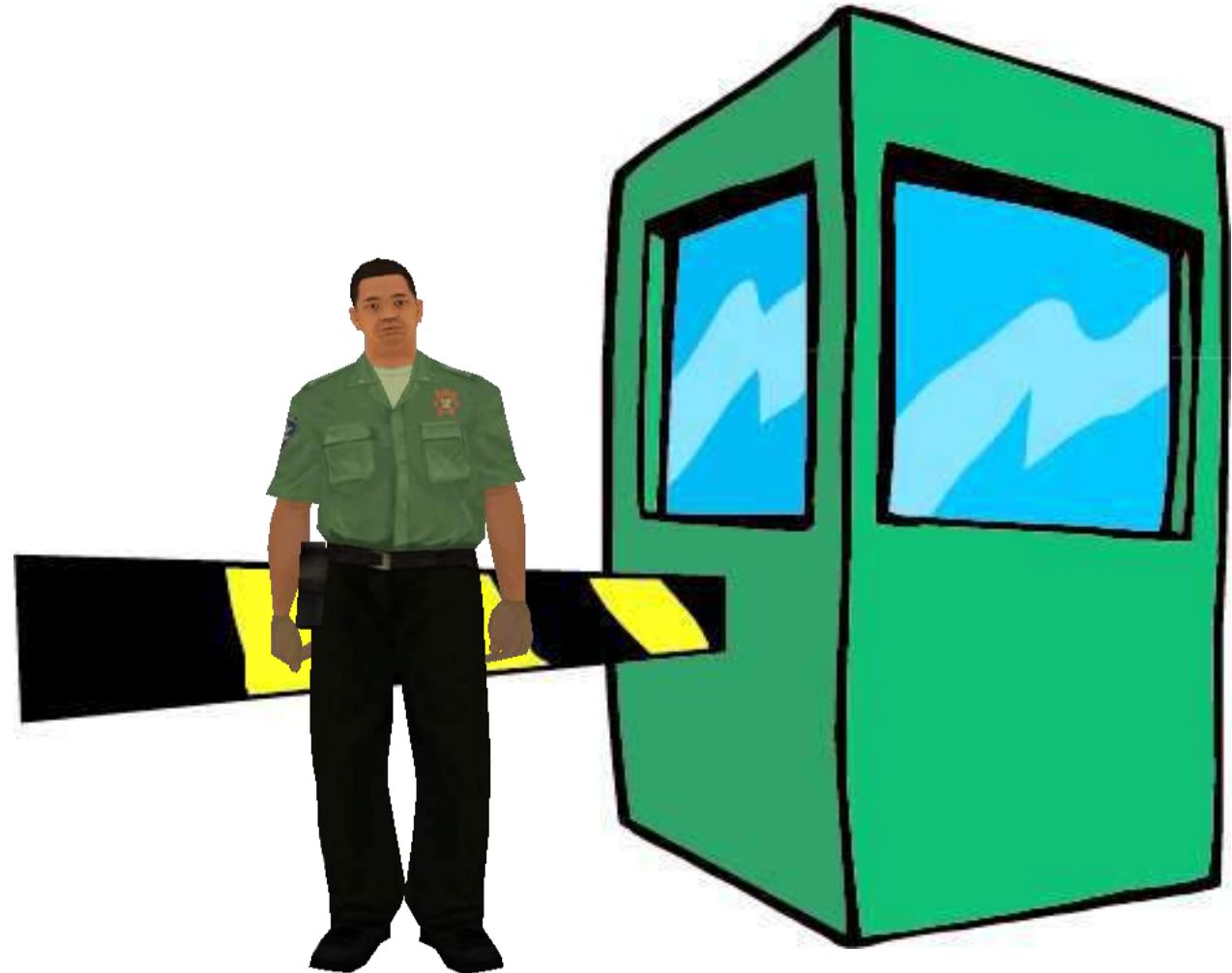
PROCESS

- Document **PROCESS**
- Develop Quality Controls into every **PROCESS**

QUALITY CONTROLS = Guarded Gates

PROCESSES

- Interview
- Data Entry
- Booklet Delivery



QUALITY CONTROLS = Guarded Gates



Cameras



Guards



Detectors

Quality Controls: The Interview

- Have Field Managers Review the Work of Field Agents;
 - Field Managers speak to Informants and confirm total name counts, check several individual entries on the handwritten collection forms, and verify the Informant photo and voice on the recording.
 - Field Managers review the handwritten pedigree collection forms and count the number of entries on the form and write the number on the top of page, verify the data is complete, and initial the form.
 - Field Managers regularly interview Field Agents to see if they have any knowledge of dishonest behavior or fabrication of data.
 - Review the Family Story audio to see if the Field Agent is conducting a good interview.
 - Review the Photos to ensure that the Field Agent is taking good photos.

Quality Controls: Data Entry

- Have a Data Entry Supervisor Review the Work of Data Entry Clerks;
 - DE Supervisor confirms that the Legacy file created by the Data Entry Clerk contains the same number of names as the Field Agent's handwritten paper collection form.
 - DE Supervisor verifies that there is not more than one person's handwriting on the paper handwritten collection form.
 - DE Supervisor verifies the total number of names and checks several individual entries for accuracy and completeness; including gender, living or dead, several estimated birthdates, relationships, etc.
 - DE Supervisor verifies that mobile app output files have not been modified.

Quality Controls: Booklet Delivery

- Field Manager, or a Different Field Agent, Delivers the Printed Booklet.
 - Verify that the correct version of the booklet (containing the entire pedigree) has been printed for delivery.
 - Confirm that the booklet being delivered contains the same number of names as the handwritten collection forms.
 - Deliver the booklet to the Informant and verify that he/she provided the number of names in the booklet.
 - Work with the Informant to spot check several of the family entries in the booklet for accuracy.